

DHS Field Operations Summary: Cases per Worker

Income Maintenance Caseload Per Worker

The chart below shows the number of workers who determine lowans' eligibility for Food Assistance, the Family Investment Program and Medicaid. These workers also manage the on-going case needs for the same programs. Each worker is anticipated to manage an average of 684 cases at any given time. The number of workers has fluctuated over time, but the caseloads have grown by 42% since FY 09.

Year	# of IM Workers	Cases per Worker
FY 07	682	430
FY 08	689	448
FY 09	717	481
FY 10	668	598
FY 11	649	684
FY 12	731	684

Social Services Caseload Per Worker

This chart below shows the number of workers who provide case management services for families. These services include; Adoption Subsidy, Child Care Spot Checks, Foster Home Licensing, Adult, Waivers, and Transitional Living as well as child welfare services such as foster care and in-home services. Each worker will carry an average of 102 total cases at any given time. The most sensitive of cases, involving a child's welfare and safety, are a subset of the total number of cases. Each worker who carries only child welfare cases will average 29 cases. The level recommended by the Child Welfare League of America (CWLA) is 12 to 17 cases per worker.

Year	# of Social Workers	Total Cases per Worker	Child Welfare Cases Per Worker
FY 07	439	92	
FY 08	468	82	27
FY 09	458	88	26
FY 10	409	100	29
FY 11	402	102	29
FY 12	402	102	29

Abuse Assessment Caseload Per Worker

Specialized social workers complete assessments of cases referred for suspected abuse. The number of specialized workers is shown in the table below. This number also includes the 25 staff who only perform intake functions. These workers are expected to carry a caseload of 10 to 12 new cases per month. The CWLA standard is 10 to 12 new cases per month.

Year	# of workers	cases per worker
FY 07	222	10
FY 08	223	9
FY 09	224	10
FY 10	217	11
FY 11	211	11
FY 12	211	11

Supervisor to Worker Ratios

Legislation adopted during the SY 10 legislative session (SF 2088) required supervisory ratios to increase to one supervisor to fourteen staff (1:14). With the nature of social work and the need to provide clinical consultation, especially regarding safety, supervisory ratios are 1:7 for social work. CWLA recommends 1:5.